

Nurse Co-ordinator Job Description

1.	Main purpose of the job										
	<p>To manage and provide line management, clinical support and day to day supervision for the team of Parkinson's UK helpline nurses.</p> <p>To support the development of clinical procedures to ensure the effective delivery of the helpline nurse service.</p> <p>To provide expert nursing advice, support and information on Parkinson's and related conditions to users of the charity's telephone helpline.</p>										
2.	Position in Organisation										
	<table border="1"> <tr> <td>Reports to:</td> <td>Telephone Service Programme Manager</td> </tr> <tr> <td>Responsible for:</td> <td>Helpline Advisers (Nurses)</td> </tr> <tr> <td>Main relationships:</td> <td>Telephone Service team, general public</td> </tr> <tr> <td>Direct contacts:</td> <td>Helpline Advisers (Nurses), Helpline Advisers Telephone Service Programme Manager</td> </tr> <tr> <td>Reference points:</td> <td>Telephone Service Programme Manager, Helpline co-ordinator</td> </tr> </table>	Reports to:	Telephone Service Programme Manager	Responsible for:	Helpline Advisers (Nurses)	Main relationships:	Telephone Service team, general public	Direct contacts:	Helpline Advisers (Nurses), Helpline Advisers Telephone Service Programme Manager	Reference points:	Telephone Service Programme Manager, Helpline co-ordinator
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3.	Brief Description of directorate										
	<p>The focus of the directorate is on supporting and empowering people living with Parkinson's.</p> <p>We aim to achieve this by :</p> <ul style="list-style-type: none"> • working with people affected by Parkinson's • providing information and support in a variety of ways to meet the needs of people living with Parkinson's • maximising support to our local group network • leading on the development of volunteering and volunteer management in the charity • working collaboratively with others who have an interest in supporting people with Parkinson's, their families and carers; and using our expertise and knowledge of Parkinson's to ensure that more and better services are available locally from health and social care agencies. <p>Current information and support activity within the Support and Local Groups directorate includes the telephone helpline, local and UK wide information events, an on-line forum, the Information and Support Worker service, the advisory services team, our network of local groups and short term groups of newly diagnosed people using conversation maps.</p>										
4.	Scope of the Job										
A	To manage and provide clinical support, day to day supervision and development for Parkinson's UK helpline nurses.										
B	Provide expert telephone nursing advice, support and information on Parkinson's, signposting advisory service users to appropriate internal and external resources as necessary.										
C	Develop and maintain an in depth professional knowledge of Parkinson's.										

5.	Duties and Responsibilities								
A	To manage and provide line management, clinical support and day to day supervision for Parkinson's UK helpline nurses.								
	<ul style="list-style-type: none"> • Monitor and review calls and emails taken by the Helpline nurses to ensure clear and consistent advice is given to callers and email enquirers and to address any problems or concerns that may arise • Provide line management, including regular supervision and performance appraisals for the Helpline Advisers(nurses) to deliver excellence of service across all enquiry channels and improved performance against measurable outcome • Assist in and support the development of Helpline policies and procedures to ensure effective management of requests for clinical information, in line with current good practice and consistent with the development of an integrated information and support service within Parkinson's UK • Develop training to strengthen the team's awareness of policies and procedures 								
B	Provide expert telephone nursing advice, support and information on Parkinson's, signposting advisory service users to appropriate internal and external resources as necessary								
	<ul style="list-style-type: none"> • Provide information and advice regarding the impact of Parkinson's and symptom management in a clear, appropriate, supportive manner that respects the confidentiality of the enquiry and is line with ethical guidelines, current research and service standards • Communicate with patients and carers in ways that empowers them to make informed choices about their health and well being, using counselling skills where appropriate to help users to identify problems and facilitate their resolution or acceptance • Work in accordance with advisory services policies and procedures and within the boundaries of professional competence, signposting users appropriately to other services and resources • Able to work autonomously (remotely from home) and as a member of the Telephone Service Team 								
C	Develop and maintain an in depth professional knowledge of Parkinson's.								
	<ul style="list-style-type: none"> • Develop and update professional knowledge of all aspects of Parkinson's and Parkinsonism to ensure that the information and advice provided is accurate and based on best available evidence • Maintain own knowledge of the work of the charity and other health and social care providers 								
6.	General Responsibilities								
	<ul style="list-style-type: none"> • Respond promptly to all enquires within defined timescales and provide a professional service at all times • Ensure that data regarding enquiries received is recorded accurately on the Advisory service database and appropriately in line with agreed procedures • Abide by organisational policies and practices, including the equal opportunities policy. • Abide by the Nursing and Midwifery Council's code of conduct and maintain professional registration • Be self-servicing and able to act autonomously and on own initiative where necessary 								
7.	Dimensions and Limits of Authority								
	<table border="1"> <tr> <td>Disciplinary action:</td> <td>None</td> </tr> <tr> <td>Budgetary limits:</td> <td>N/A</td> </tr> <tr> <td>Authorises expenditure within a budget to a limit of:</td> <td>N/A</td> </tr> <tr> <td>Signs contracts and contractual matters on behalf of Parkinson's UK:</td> <td>N/A</td> </tr> </table>	Disciplinary action:	None	Budgetary limits:	N/A	Authorises expenditure within a budget to a limit of:	N/A	Signs contracts and contractual matters on behalf of Parkinson's UK:	N/A
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**Nurse co-ordinator
Person Specification**

		Essential	Desirable
Experience	Proven experience of line management of staff within a clinical setting.	✓	
	Proven experience of the development of procedures to support the delivery of clinical information.	✓	
	Recent experience of working with people with Parkinson's.	✓	
	Experience of providing advice and information by telephone.		✓
Skills and Abilities and Personal Attributes	Ability to work autonomously and on own initiative and prioritise workload, sometimes juggling more than one priority at once.	✓	
	Experience of using computer software including Microsoft Office.	✓	
	Excellent listening and communication skills, both verbal and written, with an ability to communicate complex and sensitive information to a wide range of people from all backgrounds.	✓	
	Ability to appraise research and clinical information.	✓	
Knowledge	In depth knowledge of Parkinson's related issues.	✓	
	Understanding and interest in issues relating to health, social care and disability.	✓	
Education/Training	Registered General Nurse with experience of working with people with Parkinson's and relevant associated training and	✓	
	NMC registered with professional indemnity insurance.	✓	
Other Requirements	Ability to work from home and attend meetings and training at UK office on a regular basis.	✓	
	Evidence of Continual Professional Development.	✓	
	Commitment to working within the principles of equal opportunities.	✓	
	Empathy with the aims, goals and values of the charity, and a commitment to support delivery to meet these.	✓	